



# Service Bulletin

Bulletin No.: PIC6611B

Date: September, 2025

## PRELIMINARY INFORMATION

**Subject: IVA Radio Issues**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envista	2024-2025		ALL	ALL	ALL	ALL
Buick	Encore GX	2024-2025		ALL	ALL	ALL	ALL
Chevrolet	Trailblazer	2024-2025		ALL	ALL	ALL	ALL
Chevrolet	Trax	2024-2025		ALL	ALL	ALL	ALL

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	IVA
<b>Condition</b>	A customer may comment they are having issues with their infotainment system. This may include any of the symptoms described below
<b>Cause</b>	Concerns may be software, connection, or hardware.

### Correction

Step 1: For a blank or black cluster or cluster and radio display refer to SI diagnostics. For a blank/black radio display only, refer to PIC6540 and perform a reset on the radio to see if display returns. If the display returns continue to step 2. If display does not return, follow normal SI diagnostics. If the radio display is operational and SI diagnostics refers you to replacing the radio please proceed to step 2, if the radio display is still blank, proceed to step 3

Step 2: If the radio is not at latest software level, please update the radio, clear all codes and recheck for concern.

- 25-NA-071: Radio Software Version 169.4.

**Note:** If the customer came in with a phone connectivity concern, please make sure that the customers phone is updated to the latest iOS or Android software before proceeding further Step 3, If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes and recheck for concern.

Step 4. If concern is still present and a new radio is needed, these radios are currently restricted through the Electronic Service Center (ESC). Please contact your preferred ESC to order the new radio. The ESC will require a response to the attestation question before authorization will be provided.

Attestation question: Have you followed, reset the module, installed the latest software, disconnect and reconnect, and that the radio still requires a replacement?

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Time
*3480578	Disconnect and reconnect Radio module	0.6 Hr.
3420840	Radio Replacement	Use Published Labor Time
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	3
<b>Modified</b>	06/16/2025 - Created On 06/30/2025 - Updated to change correction 09/15/2025 - Updated to change correction

